

SYN. NO. \_\_\_\_\_

AGN. NO. \_\_\_\_\_

MOTION BY SUPERVISOR ZEV YAROSLAVSKY

October 5, 2004

Last year, the Los Angeles County Board of Supervisors voted to support implementation of the 2-1-1 dialing system which will better coordinate and strengthen referral linkages of health and human services for the 10 million County residents. The 2-1-1 dialing code for health and human services information and referral services is scheduled to go live in Los Angeles County by July 2005.

To prepare for the County-wide implementation of the 2-1-1 service, the Chief Administrative Officer (CAO) and INFO LINE, the State designated 2-1-1 service provider for Los Angeles County, have been reviewing a business plan and budget for this new telephone service.

The original intent of the INFO LINE contract was to enable the County to centralize and consolidate the numerous telephone information and referral services performed by various County departments involved in health and human services. Thus, the business plan review process should include an effort to ensure that all County-funded health and human service information and referral services, are coordinated to the greatest extent possible. In addition, the business plan should provide for appropriate contributions to the 2-1-1 budget from all involved departments.

MOTION

MOLINA \_\_\_\_\_

BURKE \_\_\_\_\_

YAROSLAVSKY \_\_\_\_\_

ANTONOVICH \_\_\_\_\_

KNABE \_\_\_\_\_

**I, THEREFORE, MOVE** that the Board of Supervisors instruct the CAO to conduct a comprehensive review of all County-funded information and referral services and report back to the Board within 60 days. The report should include a list of all County information and referral programs across County departments and make recommendations for the coordination between these programs and 2-1-1. It should also include a review of departmental expenditures on information and referral programs and/or projects, and recommendations for each County department's contribution level towards the County's 2-1-1 system.

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